



Federal Video Relay Service (FEDVRS)

- www.fedvrs.us (*web cam*)
- FEDVRS.tv (*Videophone/TV*)
- Spanish.FEDVRS.tv (*Videophone/TV – Spanish Video Interpreters*)

What is FEDVRS?

FEDVRS is the communication solution for American Sign Language (ASL) users. FEDVRS allows natural telephone communication between ASL and standard phone users. After connecting to FEDVRS, the ASL user signs to the video interpreter (VI), who voices what he/she is saying to the other party. Emotions and facial expressions are conveyed via video, allowing both parties to be fully involved. Callers are free to interrupt one another, no typing is required and no GAs needed. FEDVRS has user-friendly features including:

- ✓ Language Preferences (English or Spanish)
- ✓ Voice Carry Over (VCO)
- ✓ Dialing Instructions and “Do Not Announce” option
- ✓ Function Options – Brief Explanation, Conference Call and Appointment
- ✓ Online Customer Support and Connection to FEDVRS Customer Service
- ✓ H.323 (Internet) and H.320 (ISDN – coming soon)
- ✓ New features are continually being developed

Where can I use FEDVRS?

FEDVRS is accessible domestically from work or home (fifty states, U.S. Territorial, Guam, Puerto Rico, the U.S. Virgin Islands, the Northern Marianas and District of Columbia). There is no cost to use FRSO and no domestic toll (long distance) charge for calls made anywhere in the United States. *International calls not allowed at this time – coming soon.*

Hours of Operation

FEDVRS is available 7am to 8pm EST, Monday through Friday (excluding Federal holidays). There are no restrictions on the number, length or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

Who can use FEDVRS?

FEDVRS available for use by any Deaf and/or Hard-of-Hearing individual affiliated/employed by:

- all Federal/Military agencies¹;
- authorized Federal contractors;
- agency-sponsored universities and laboratories;
- the general public to access Federal agencies.

What equipment do I need to use FEDVRS?

- A computer (desktop or laptop) or TV;
- A web camera (PC) or videophone (TV);
- High speed “non-firewall” Internet access (Cable, T-1, or DSL);
- Videoconferencing software (NetMeeting and others);
- Equipment needed for FEDVRS may be available at little or no cost to you.

Note: For further instructions or technical support, go to www.fedvrs.us and click “Help” icon.

The screenshot shows the Federal VRS website. At the top, there is a logo for "Federal VRS" with the URL "www.fedvrs.us". To the right of the logo are links for "About Federal Relay" and "Customer Support". Below the logo, the main heading is "Video Relay Service". To the right of this heading are buttons for "Video", "News", "Tips", and "Help". Below the heading, there is a section titled "Powered By CSD" with a silhouette of a person and the text "Freedom!" followed by bullet points: "Use sign language" and "No domestic long distance charges". To the right of this section is a "Netmeeting" logo with a globe and arrows, and the text "You are currently using: Netmeeting" with a link to "info" and a link to "change video preference". Below the "Freedom!" section, there is a "Call to:" field with a dropdown menu, a "VCO" checkbox, a "Spanish" checkbox, and a "Dial" button. Below this is an "Agency:" dropdown menu with the text "(Please Select Federal or Military Agency)". Below the "Agency:" dropdown is a "Subject:" dropdown menu with a link to "Options". Below the "Subject:" dropdown is a link to "No VRI, 711 & 911" and a link to "For Hearing Callers: 866-410-5787". To the right of the "Call to:" field, there is a "Username:" field with a "Login" button, a "Password:" field, a link to "New User?", a link to "Forgot Password?", a checkbox for "Remember my password", and the text "Your IP Address is 208.24.179.27". At the bottom of the page, there is a "GSA" logo, a link to "Operation Hours", a link to "Legal Disclaimer", a link to "Privacy Policy", a link to "Sprint", a link to "Site Map", and the text "FRS managed by General Service Administration and provided by Sprint. © 2004, All Right Reserved. Version 4.0". To the right of this text is the "Sprint" logo.

What is FRS?

The Federal Relay Service (FRS) was established under Public Law 100-542, the Telecommunications Accessibility Act of 1988. FRS is a Federal Government service, which utilizes the FTS2001 network in order to allow Federal employees who are deaf, hard-of-hearing, deaf/blind and or have speech disabilities equal communication access. The FRS broadens employment and advancement opportunities for individuals with disabilities. For further information about FRS, go to www.fts.gsa.gov/frs or call FRS Customer Service at 1-800-877-0966 (Voice/TTY/ASCII/Spanish) 24/7/365. **Note:** In case of emergency, FRS users should call 9-1-1 center directly using your TTY. All local and toll (domestic) calls to FRS from TTY payphones are free of charge.

¹ Includes both active and retired employees.